

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO APWU INTERROGATORIES APWU/USPS-T1-13 THROUGH T1-15**

The United States Postal Service hereby provides the responses of witness James Boldt to the above-listed interrogatories of the American Postal Workers Union dated August 29, 2011. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS BOLDT TO APWU INTERROGATORY

APWU/USPS-T1-13. Please refer to your response to NAPUS/USPS-T1-12. You state that POS terminals are used to record non-financial postal transactions. However, you indicate only that “employees may use the ‘hot’ key on the POS terminal to record the occurrence of such transactions.” [Emphasis added.] Does the Postal Service not require non-revenue transactions to be recorded? If not, why not?

RESPONSE:

Yes, the Postal Service does require that non-revenue transactions programmed into POS be recorded.

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APWU/USPS-T1-14. In response to DBP/USPS-40, the Postal Service indicated that only approximately 18% of the facilities being considered for discontinuance utilize POS terminals. How are non-revenue transactions recorded and evaluated in facilities that do not utilize POS terminals?

RESPONSE:

Actual non-revenue transactions are not systematically recorded or evaluated in facilities that do not utilize POS terminals.

Instead, non-POS sites convert walk-in revenue to earned workhours – (previous 12 week average daily revenue divided 5 times 0.9 minute). Non-POS sites also receive 13.5 minutes (Soft Time) per 45 minutes earned hours.

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APWU/USPS-T1-15. For each of the 18 non-revenue transactions listed below please specify: a) if the Postal Service records and evaluates the non-revenue transaction in the RAO process? b) If so, identify where these transactions are recorded and when in the process they are evaluated? c) If these non-revenue transactions are not considered as part of the RAO process, please explain why.

- 1) Non-automated mail pickup
- 2) Respond to CFS Issues
- 3) Summon Supervisor at Customer's Request
- 4) Change of Address Info Exempt from Fee
- 5) Product/Service Rate Inquires
- 6) Employment Application Inquiry
- 7) Voter Registration Inquiry
- 8) Give Local Directions
- 9) Provide Philatelic Info or Catalog
- 10) Accept Hold Mail Request Form
- 11) Request Passport Form
- 12) Request Tax Form
- 13) Accept Consumer Service Form
- 14) Request/Submit Selective Service Form
- 15) Supply PO Box Holder Name/Address
- 16) Supply Permit Holder Name/Address
- 17) Miscellaneous Forms
- 18) Other

RESPONSE:

The 18 non-revenue transactions listed above are recorded in the Retail Data Mart. These transactions are evaluated on an annual basis. Earned hours for the 18 non-revenue transactions listed above are part of the 13.5 minutes (Soft Time) per 45 minutes earned hours for Non-POS offices referenced in the response to APWU/USPS-T1-14. Therefore, these activities being part of Soft Time are factored into Total Earned Hours.